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OIG Investigation

~009-0096

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Inspector General

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**"Provide leadership in the promotion of
accountability and integrity of State Government."**

DEPARTMENT OF CHILDREN AND FAMILIES

OFFICE OF INSPECTOR GENERAL

George H. Sheldon
Secretary

Investigative Report
Case Number: 2009-0096

Sheryl G. Steckler
Inspector General

INTRODUCTION

On November 23, 2009, Circuit 5 Operations & Management Consultant (OMC) II Betty Yarbrough received an e-mail from Circuit 5 Child Protective Investigator Supervisor (CPIS) Jennifer Hofferderth addressing possible falsification of records in the Florida Safe Families Network¹ (FSFN) pertaining to a November 18, 2009 school visit conducted by former² Circuit 5 CPI Debra Mosley with [REDACTED] (Child 1) and [REDACTED] (Child 2) for Florida Abuse Hotline³ (Hotline) Intake Report (#2009-187432-01).⁴ On that same day, Ms. Yarbrough sent the e-mail complaint [REDACTED] of the Executive Office of the Governor's Chief Inspector General (CIG) and the CIG forwarded that complaint to the Department's Office of Inspector General (OIG).

Based on the information provided by Ms. Yarbrough, the OIG is beginning an investigation.

Circuit 5 Child Protective Investigator Debra Mosley falsified records concerning a face-to-face school visit and collateral contact for FSFN Intake Report #2009-187432-01. If supported, the allegation would constitute a violation of Rule 60L-16.005(1), (3)(e), and (i) on 1-8 (b), (5), and (6)(b), CFCOP 60-555; and nine if the following statute has been violated: §839.13.

[REDACTED]

¹ The Florida Safe Families Network (FSFN) is Florida's federally funded Statewide Automated Child Welfare Information System that provides information to support multiple community-based organizations and Sheriff's offices, in partnership with the State of Florida, to identify victims of abuse and neglect.

² Effective November 23, 2009, Ms. Mosley was no longer employed by the Department.

³ The Florida Abuse Hotline serves as the central intake and referral point for all reports of suspected abuse, neglect, or exploitation of children, disabled adults, and the elderly.

⁴ On November 17, 2009, IR #2009-187432-01 was received by the Hotline alleging that Child 1 has had head lice for six weeks. The January 6, 2010 Updated In Home Safety Assessment indicates that the risk is lower than the children were observed to be before this file.

Testimony of Circuit 5 CPIS Jennifer Hofferberth

Ms. Hofferberth confirmed that she had been the direct supervisor for Ms. Mosley. Additionally, Ms. Hofferberth confirmed that she sent an e-mail to Ms. Yarbrough on November 23, 2009, addressing Ms. Mosley's possible falsification of records. Ms. Hofferberth advised that on November 20, 2009, at approximately 5:00 PM, she received a telephone call from the reporter in Hotline IR #2009-187432-01 claiming that child 11 had not yet been seen by anyone from the Department. Ms. Hofferberth stated that while talking with the reporter, she reviewed FSTAN and determined that Ms. Mosley had entered Chronological Notes Report (CNIR) #11125777785 documenting that she (Ms. Mosley) had seen Child 1 and Child 2 at Astatula Elementary School on November 18, 2009. Ms. Hofferberth said she told the reporter that the children had been seen at school; however, after hearing this, the reporter claimed that no one had visited the children at school. [REDACTED]

Ms. Hofferberth indicated that after her discussion with the reporter, she spoke with Ms. Mosley who claimed that she had in fact seen the children at Astatula Elementary School on November 18, 2009, and that the school nurse was also present when she (Ms. Mosley) checked the children for lice. Ms. Hofferberth said that Ms. Mosley also told her that she (Ms. Mosley) found no lice in the children's hair, and that when questioned about the school sign-in log, Ms. Mosley acknowledged that she had signed it. [REDACTED]

Ms. Hofferberth related that on November 23, 2009, she traveled to Astatula Elementary School and obtained a copy of the school's DCF/KCI⁵ sign-in log which did not contain Ms. Mosley's signature for that date.⁶ Ms. Hofferberth also stated she spoke with the school nurse (Patti Chaffee) who claimed she had never met Ms. Mosley.

Ms. Hofferberth indicated that upon her return from the school on November 23, 2009, she discovered that [REDACTED] (Caregiver 1), Child 1, and Child 2 were at the Department's Tavares office to speak with Ms. Mosley. Ms. Hofferberth said that she talked with Caregiver 1, who told her that this (November 23, 2009) was the first time she and the children had met Ms. Mosley. Ms. Hofferberth stated that Caregiver 1 told her Ms. Mosley had called and set up an appointment for a home visit on November 19, 2009, but that Ms. Mosley never showed up for the appointment. Ms. Hofferberth continued by saying that she personally spoke with Child 1 and Child 2 that day, and that both children claimed that they had never seen Ms. Mosley before this date, and that Ms. Mosley had never visited them at school.

Testimony of Circuit 5 OMC II Betty Yarbrough

Ms. Yarbrough confirmed the information contained in the Introduction Section of this report, and the testimony of Ms. Hofferberth. Additionally, Ms. Yarbrough stated that Caregiver 1, Child 1, and Child 2 came to the Department's Tavares office in the

⁵ Kids Central Incorporated (KCI) is the not-for-profit lead agency selected by the State of Florida to coordinate child protection services Circuit 5.

⁶ November 18, 2009.

afternoon of November 23, 2009 to speak with Ms. Mosley. Ms. Yarbrough said that she sat in while Ms. Mosley had a visit with Child 1, and that during the visit with Child 1 said that Ms. Mosley had never visited her at school. Ms. Yarbrough continued by saying that she personally spoke with Child 2 that day and that Child 2 had never seen Ms. Mosley before this date, nor had Ms. Mosley ever visited him at school.

FSFN Records for IR #2009-1339792001

An OIG review of FSFN revealed that Ms. Mosley created documents as follows:

- **CNR #112577765** documenting November 18, 2009 Initial Face to Face contact with Child 1 and Child 2, "CHX⁷ SEEN⁸ AT ASTATLUA ELEM⁹ [sic]" [redacted]
- **CNR #112577712** documenting November 18, 2009 Commencement¹⁰ (Initial), "CASE COMMENCED AT ASTATLUA ELEM" [sic] [redacted]
- **INVESTIGATIVE SUMMARY (IS)**, Section W, Overall Safety Assessment created November 19, 2009, "RISKS LOW TO INTERMEDIATE AT THIS TIME CPI SAW NO LICE IN CHX'S HAIR... THE SCHOOL NURSE ALSO CHECKED CHX'S HAIR AND THERE WAS NO LICE FOUND." [redacted]
- **INITIAL IN HOME SAFETY ASSESSMENT**, Section E, Overall Safety Assessment created November 19, 2009, "RISKS LOW TO INTERMEDIATE AT THIS TIME CPI SAW NO LICE IN CHX'S HAIR... THE SCHOOL NURSE ALSO CHECKED CHX'S HAIR AND THERE WAS NO LICE FOUND." [redacted]

Astatlula Elementary School Records

An OIG review of records maintained by Astatlula Elementary School revealed the following:

- The "DCF/KC SIGN IN" revealed no record of Ms. Mosley signing in to the school on November 18, 2009 (the date of the alleged visit with Child 1 and Child 2). Additional review revealed that Ms. Mosley's name does appear for visits she conducted on September 21, 2009 and October 6, 2009, demonstrating her awareness of the school's sign-in procedure.
- The "Visitors Sign In" revealed no record of Ms. Mosley signing in to the school on November 18, 2009.

Testimony of Astatlula Elementary School Assistant Principal Randell Campbell
Mr. Campbell described the two step process which is followed at Astatlula Elementary in the event a CPI comes to the school and requests to see a child.

- Step 1: Ask the CPI for identification
- Step 2: Require the CPI to sign the DCF/KC SIGN IN log

⁷ Abbreviation for Children.

⁸ Narrative was created using all capital letters.

⁹ Abbreviation for Elementary.

¹⁰ Commencement is the first fact to fact contact with a alleged victim which must be accurately documented in FSFN.

Mr. Campbell related that only after both steps are completed is the child called from the classroom, and a quiet location in the school office area is located for the CPI to interview the child. Mr. Campbell confirmed that all school visitors wanting to see a child must sign-in. Mr. Campbell advised that in addition to the DCF/KCI SIGN IN, Astatula Elementary also has a Visitor's Sign In log, but that all CPIs are required to sign the DCF/KCI SIGN IN log. Mr. Campbell reviewed the two logs and could find no signature of Ms. Mosley on November 18, 2009. Mr. Campbell advised that Ms. Mosley's name does appear in the DCF/KCI SIGN IN for visits conducted on September 21, 2009 and October 6, 2009.

Mr. Campbell was not certain if the school nurse maintains a log reflecting the names and dates children visit the school clinic, and that information would have to be provided by the school nurse, Patti Chaffee. Mr. Campbell did confirm that a CPI could not visit a child in the school clinic without first signing the DCF/KCI SIGN IN-log.

Testimony of Astatula Elementary School Nurse Patti Chaffee

Ms. Chaffee indicated that no one can visit a child in the clinic until they (the visitor) have completed the school's sign-in procedure, which takes place in the front office/reception area of the school. Ms. Chaffee advised that if a person is not signed in at the front of the school, then they "didn't come to the clinic."

Ms. Chaffee confirmed that the school clinic does maintain records pertaining to the services provided to the students. Ms. Chaffee reviewed the records and advised that based upon a request from the children's stepmother (Caregiver 1), both Child 1 and Child 2 were examined for head lice on November 12, 2009 and November 20, 2009. Ms. Chaffee advised that there is no record of these children being examined in the school clinic on November 18, 2009.

Ms. Chaffee cannot recall if she has ever met Ms. Mosley; however, based upon her records she can state the neither Ms. Mosley nor any other CPI visited the children (Child 1 and Child 2) at the school clinic on November 18, 2009. Ms. Chaffee stated that the alleged November 18, 2009 visit never happened and that Caregiver 1 is the person that requested the head lice examinations.

Testimony of Caregiver 1

Caregiver 1 related that she works at Astatula Elementary School as both a substitute teacher and as a volunteer. Caregiver 1 confirmed that on Wednesday, November 18, 2009, she was working as a substitute teacher and that no one on the school staff mentioned anything to her about Ms. Mosley visiting Child 1 and Child 2 at the school on that date. Caregiver 1 went on to say that all the school office staff is aware of the fact that she is Child 1 and Child 2's stepmother.

¹¹ Including School Nurse Patti Chaffee.

Caregiver 1 advised that Ms. Mosley called her between 3:15 PM and 3:30 PM (after Child 1 had left Twirlers¹²) on November 18, 2009, and indicated that she (Ms. Mosley) would be coming to Caregiver 1's residence that day. Caregiver 1 said the fact she was under investigation upset her and, because of this, she was not very cordial to Ms. Mosley during their telephone conversation. Caregiver 1 claims that she called Ms. Mosley back to tell her it would be okay for her to visit that evening, and that during this second conversation, Ms. Mosley changed the appointment date to the following evening (November 19, 2009) at 7:30 PM.¹³

Caregiver 1 indicated that Ms. Mosley did not show up for the November 19, 2009 appointment, so she left Ms. Mosley two messages. Caregiver 1 explained that Ms. Mosley finally called her back that evening and said that she (Ms. Mosley) had a family emergency (family member hospitalized) in Orlando, and that she (Ms. Mosley) would call back at a later date to re-schedule the home visit. [REDACTED]

Caregiver 1 related that she called Ms. Mosley on Sunday, November 22, 2009, and again on Monday, November 23, 2009, and subsequently took the children to the Department's office in Tavares that Monday, and met with Ms. Mosley. Caregiver 1 claimed that this was the first and only time she and the children had ever met/seen Ms. Mosley.

Testimony of Child 1 (age 11)

Child 1 was interviewed in the presence of Caregiver 1 and confirmed that she attends Astatula Elementary School, and that she was in attendance on Wednesday, November 18, 2009. Child 1 indicated that Ms. Mosley did not visit her at school on November 18, 2009. Child 1 went on to say that she did not go to the school nurse's office on November 18, 2009.

Child 1 related that the first time she met Ms. Mosley was when Caregiver 1 took her to the Department's office in Tavares (November 23, 2009). [REDACTED]

Testimony of Child 2 (age 12)

Child 2 was interviewed in the presence of Caregiver 1 and confirmed that he attends Astatula Elementary School, and that he was in attendance on Wednesday, November 18, 2009. Child 2 indicated that Ms. Mosley did not visit him at school on November 18, 2009. Child 2 went on to say that he did not go to the school nurse's office on November 18, 2009.

Child 2 related that the first time he met Ms. Mosley was when Caregiver 1 took him to the Department's office in Tavares (November 23, 2009).

ADDITIONAL ALLEGATIONS AND FINDINGS

¹² Tri-City Dance and Twirlers offers baton classes at Astatula Elementary School on Wednesdays.

¹³ Caregiver 1 and Ms. Mosley did not discuss specifics. They were attempting to coordinate a meeting time.

During the course of Circuit 5 CPIS Jennifer Hofferberth reviewing Ms. Mosley's pending caseload (on or about November 23, 2009), Ms. Hofferberth discovered the following additional allegation of falsification pertaining to IR #2009-139792-01¹⁴ involving [REDACTED] (Child 3). On December 9, 2009, Ms. Hofferberth was contacted by Circuit 5 CPI Carolyn Berry that possible falsification may exist in IR #2009-161454-01¹⁵ involving [REDACTED] (Child 4), [REDACTED] (Child 5), and [REDACTED] (Child 6).

Additional Allegation

Circuit 5 Child Protective Investigator Debra Mosley falsified records concerning face-to-face visits and collateral contacts for FSFN Intake Report #200991397920101 and Intake Report #20099161454010. If supported, the allegation would constitute a violation of Rule 60L-360055(1), (3)(e) and (f) 2., F.A.I.Z.; Section 1-8 (b), (5), and (6)(b), CEDOR6055; and the referral to law enforcement to determine if the following statute has been violated: §839.173 (2)(a) and (c ~ 5, §

Findings

The information obtained **supports** the additional allegation.

Testimony of Circuit 5 CPIS Jennifer Hofferberth

Ms. Hofferberth reported that an additional falsification may have occurred in IR #2009-139792-01. Ms. Hofferberth indicated that Ms. Mosley entered Chronological Notes Report (CNR) #112191767 into FSFN documenting an October 26, 2009 school visit she (Ms. Mosley) allegedly made. Ms. Hofferberth indicated that in this CNR, Ms. Mosley claimed that she had a face-to-face contact with a guidance counselor (no school or counselor named in the CNR) who verified that Child 3 had not missed a day of school since being enrolled on September 8, 2009.

¹⁴ On August 27, 2009, IR #2009-139792-01 was received by the Hotline alleging that Child 3 was placed to live. The October 26, 2009 Updated In Home Safety Assessment indicates that the risk level for Child 3 is enrolled and attending school; and that Child 3 is living with his grandmother.

¹⁵ On October 4, 2009, IR #2009-161454-01 was received by the Hotline alleging that Child 4, Child 5, and Child 6, had been left with relatives. The December 22, 2009 Updated In Home Safety Assessment indicates that the risk is low; mother and children have relocated to Marion County, FL.

¹⁶ On December 9, 2009, IR #2009-198735-01 was received by the Hotline alleging that Child 3 abandoned to care for him. The December 11, 2009 Initial In Home Safety Assessment indicates that the risk of abandonment was high, but that Child 3 has been stabilized. The January 12, 2010 Updated In Home Safety Assessment indicates that the overall safety assessment is low and that Child 3 is in a group home placement.

¹⁷ Per Caregiver 3, she is not related to Child 3. Child 3's cousin (no name provided) lives with her.

Ms. Hofferberth also reported that an additional falsification may have occurred in IR #2009-161454-01. Ms. Hofferberth stated that this entire case appears to be "pure fiction". Ms. Hofferberth related that this case had been submitted by Ms. Mosley for closure but because of the problems in IR #2009-187432-01, she (Ms. Hofferberth) called one of the persons Ms. Mosley had allegedly contacted [REDACTED] (Caregiver 4), who told her he had never met Ms. Mosley, and that the children's mother [REDACTED] (Caregiver 5) had moved to Marion County before Halloween (October 31, 2009). Ms. Hofferberth went on to say that her review of this investigation revealed that Ms. Mosley had entered CNR #112621610 into FSFN documenting a November 5, 2009 face-to-face-visit with Caregiver 4, his brother [REDACTED] (Caregiver 6), and Caregiver 5, during which Caregiver 5 allegedly told Ms. Mosley that she was living with her uncles (Caregiver 4 and Caregiver 6). Additionally, Ms. Hofferberth indicated that the Department's case file for this investigation contains documents allegedly signed by all the parties present during the November 5, 2009 contact. [REDACTED] [REDACTED]

Ms. Hofferberth advised that on November 30, 2009, she contacted Caregiver 5 by telephone at which time Caregiver 5 said that she had never met Ms. Mosley, and that she had never signed any Department documents. [REDACTED]

Testimony of Circuit 5 OMC II Betty Yarbrough

Ms. Yarbrough indicated that two additional cases of suspected falsification (IR # 2009-139792-01 and IR #2009-161454-01, as well as questioned documents (HIPAA¹⁸ and ICWA¹⁹) had been discovered by Ms. Hofferberth.

INTAKE REPORT (IR) #2009-139792-01 RECORDS REVIEW AND TESTIMONY

FSFN Records for IR #2009-139792-01

- CNR #1121855313 documenting an October 26, 2009 Telephone Contact at 8:15 AM with Caregiver 2, who told her Child 3 was "ENROLLED AT UMMATILLA MIDDLE SCHOOL BUT WON'T GO TO SCHOOL"
- CNR #112191652 documenting an October 26, 2009 Field Visit with Child 3 at 2:45 PM, "FFF W/CV,"²⁰ during which Child 3 allegedly said "HE'S BEEN GOING TO SCHOOL EVERY DAY"
- CNR #112191767 documenting an October 26, 2009 Field Visit at 1:00 PM, "FTF W/GUIDANCE COUNSELOR S/²¹ CV HAS NOT MISSED A DAY OF SCHOOL SINCE BEING ENROLLED BY" Caregiver 3 "ON 9/8/09."

¹⁸ The Health Insurance Portability and Accountability Act (HIPAA) is a Federal Law that protects health insurance coverage for workers and their families when they change jobs and addresses the security and privacy of health data.

¹⁹ The Indian Child Welfare Act (ICWA) is Federal law that governs the jurisdiction over adoption and custody of American Indian children.

²⁰ Abbreviation for face-to-face with child victim.

²¹ Abbreviation for states.

- CNR #112192061 documenting an October 26, 2009 Home Visit conducted at 1:45 PM, "FTF W/CV'S GRMX,"²² during which Caregiver 2 allegedly said "HE DOES GO TO SCHOOL AND DOES HIS HOMEWORK AND CHORES..."
- CNR #112192676 documenting an October 26, 2009 Field Visit conducted at 2:10 PM, "FV TO KANGAROO STORE WHERE" Caregiver 3 "IS THE MANAGER....SHE FEELS AS THOUGH GRMX IS A SUITABLE GUARDIAN FOR CV."
- CNR #112180890 documenting an October 26, 2009 Note to File-General, Version Number 2, "3. document the family interaction-NOT TOO COMPETED CV SAW AT SCHOOL..."
- **INVESTIGATIVE SUMMARY (IS), Section W., Overall Safety Assessment** updated October 26, 2009, "RISKS LOW AT THIS TIME. CV ENROLLED IN SCHOOL AND HAS NOT MISSED A DAY SINCE BEING W/GRMX ...".
- [REDACTED]

Umatilla Middle School Records

An OIG review of records maintained by Umatilla Middle School revealed the following:

- The student contact book contains no documents completed by or pertaining to Ms. Mosley visiting Child 3 on October 26, 2009.
- "Visitor Sign In Sheets" revealed no record of Ms. Mosley signing in to the school on October 26, 2009.

Lake County School Board Records

Records maintained by the Lake County School Board document that Child 3 has not attended school in that county since he withdrew from Umatilla Middle School on March 17, 2009.

Marion County School Board Records

Records maintained by Marion County School Board (Lake Weir Middle School) document that Child 3 withdrew from Lake Weir Middle School on June 4, 2009. Additionally, the records document that Child 3 was not enrolled or attending school in Marion County during the period of October 3, 2009 through January 5, 2010.

Testimony of Umatilla Middle School Guidance Counselor Tamara New

Ms. New described the three step process which is followed at Umatilla Middle School in the event a CPI comes to the school and requests to see a child.

- Step 1: Ask the CPI for identification
- Step 2: Photocopy the identification

²² Abbreviation for grandmother.

- Step 3: Write the name of the child being visited and the date of the visit on the copy of the identification, and this document is filed by the child's name in a student contact book

Ms. New related that only after all three steps are completed is the child allowed to the classroom, and a quiet location is found for the CPI to interview the child. Ms. New confirmed that all school visitors wanting to see a child must sign-in. Ms. New advised that in addition to the contact book, Umatilla Middle School has a Visitor Sign In Sheet, and that all CPIs are required to be entered into the student contact book. Ms. New could find no documents to corroborate her statement that Ms. Mosley visited Child 3 on October 26, 2009. Additionally, Ms. New advised that Child 3 has not attended Umatilla Middle School since March 2009.



Testimony of Child 3 (age 14)

Child 3 was interviewed at Arnette House²³ and could not recall meeting or talking with Ms. Mosley on October 26, 2009, and indicated that during the last several months (September 2009 through December 2009), the only child service people he had contact with was Community Solutions, Inc.²⁴ (CSI) Counselor Chantelle Hall, and CPI Carolyn Berry. Child 3 went on to say that Ms. Berry is the person who, in December 2009 (cannot recall exact date), brought him to Arnette House.

Child 3 advised that in October 2009, he was living with Caregiver 2, but that he was not attending school. Child 3 claims that he would not have told a CPI in October 2009 that he was going to school every day, and again stated that he has no recollection of the alleged face-to-face visit with Ms. Mosley on October 26, 2009.

Child 3 related that he last attended Umatilla Middle School in March 2009 (cannot recall exact date), and that he last attended Lake Weir Middle School in June 2009 (cannot recall exact date). Child 3 did state that Lake Weir Middle School was the only school that Caregiver 3 ever enrolled him in.



Testimony of Caregiver 2

Caregiver 2 could not recall if she ever spoke with Ms. Mosley on the telephone, but indicated that she spoke on the telephone with several people regarding Child 3 while he was living with her. Caregiver 2 confirmed that she enrolled Child 3 at Umatilla Middle School and that she bought him new school clothes, but that Child 3 never attended school.

Caregiver 2 denied ever meeting Ms. Mosley, and specifically denied seeing Ms. Mosley during the alleged home visit on October 26, 2009. Caregiver 2 could not recall if she

²³ Arnette House is a non-profit organization based in Ocala, FL, that provides both residential and non-residential intervention and education programs.

²⁴ Community Solutions Inc. (CSI) is a nonprofit organization that promotes self-reliance, responsibility and accountability for at-risk and disadvantaged youth and adults.

was at her residence on October 28, 2009 but denied ever receiving \$1,100/year from any Department representative, that Child 3 was going to school through his school homework; and completing household chores. Caregiver 2 repeated that Child 3 never went to school while he was living with her, and that the only chores she asked Child 3 to complete was taking out the garbage and to "every once in awhile" clean a dish, but that Child 3 never did these voluntarily and always had to be asked to complete these tasks.

Caregiver 2 indicated that prior to living with her, Child 3 lived with Caregiver 3 and Caregiver 3 had enrolled Child 3 at Lake Weir Middle School (Marion County FLS).

Testimony of Caregiver 3

Caregiver 3 confirmed that Child 3 resided with her from December 2008 through June 2009 (could not recall exact dates). Caregiver 3 advised that while Child 3 lived with her, he (Child 3) attended Lake Weir Middle School however, he often skipped school. Caregiver 3 claimed that Lake Weir Middle School is located in Marion County, and that she never enrolled Child 3 in any Lake County schools.

Caregiver 3 related that Ms. Mosley called her twice leaving messages, and that she returned Ms. Mosley's call (cannot recall dates; probably either September 2009 or October 2009). Caregiver 3 stated that this was the only time she spoke with Ms. Mosley. During their conversation, Ms. Mosley told her that Child 3 was living with Caregiver 2, and that Caregiver 2 wanted to enroll Child 3 at Umatilla Middle School. Caregiver 3 went on to say that Ms. Mosley asked her to "un-enroll" Child 3 from Lake Weir Middle School so Caregiver 2 could enroll him at Umatilla Middle School. Caregiver 3 stated that she never contacted Lake Weir Middle School as Child 3 was not returning to that school.

Caregiver 3 denied ever meeting Ms. Mosley, and specifically denied seeing Ms. Mosley on October 26, 2009 at her (Caregiver 3's) place of employment (Kangaroo Store). Caregiver 3 acknowledged that in October 2009, she was working at the Kangaroo Store in Weirsdale, FL, but that Ms. Mosley never visited her there, and again stated that she never had a face-to-face meeting with Ms. Mosley.

Caregiver 3 denied ever telling Ms. Mosley that Caregiver 2 was a suitable guardian for Child 3. Caregiver 3 stated that Caregiver 2 is elderly and has a "harder time taking care of herself."

INTAKE REPORT (IR) #2009-161454-01 RECORDS REVIEW AND TESTIMONY

FSFN Records for IR #2009-161454-01

An OIG review of FSFN revealed that Ms. Mosley created documents as follows:

- CNR #1119043833 documenting the October 25, 2009 commitment (initial) at 8:30 AM, "CASE COMMENCED AT THE ATTORNEY'S OFFICE"

- CNR #1118710835 documenting the October 5, 2009 Initial Face-to-Face at 8:30 AM, "FTF FW WI/CW" Child 4 AT ALLIE [sic] ACADEMY IN UMATILLA"
- CNR #112053896 documenting the October 5, 2009 Initial Face-to-Face at 8:30 AM, "FTF SV WI" Child 4 "AGE 15 AT ALLIE [sic] ACADEMY," with additional discussion narrative
- CNR #111877881 documenting the October 5, 2009 Initial Face-to-Face at 8:50 AM, "ftf²⁵ w/ cv" Child 5 "notes to follow"
- CNR #1119011133 documenting the October 5, 2009 Initial Face-to-Face at 9:05 AM corrected in Version Number 3 to reflect, "FTF SW/WI" Child 5 "AGE 12 AT UMATILLA ELEM [sic] MIDDLE SCHOOL," with additional discussion narrative
- CNR #111902965 documenting an October 5, 2009 Field Visit at 10:15 AM, "FTF FW WI GUIDANCE COUNSELOR AT UMATILLA ELEM. S/ SHE HAS NO KNOWLEDGE OF ANY ABUSE OR NEGLECT--- CONCERNING CW..."
- CNR #1119010199 documenting the October 5, 2009 Initial Face-to-Face at 8:50 AM, "FTF SV WI" Child 6 "AGE 7 AT UMATILLA ELEM [sic] SCHOOL;" with additional discussion narrative
- CNR #1119010887 again documenting the October 5, 2009 Initial Face-to-Face at 8:50 AM, "FTF SW/WI" Child 6 "AGE 7 AT UMATILLA ELEM [sic] SCHOOL;" with additional discussion narrative
- CNR #111902814 documenting an October 5, 2009 Field Visit at 8:49 AM, "FTF FW WI GUIDANCE COUNSELOR AT UMATILLA ELEM [sic] S/ SHE HAS NO CONCERN FOR CW" Child 6's "WEIL BEING AND SHE HAS NO KNOWLEDGE OF ANY TYPE OF NEGLECT OR ABUSE." This note was modified in Version Number 2 to add the counselor's name "MSGETCHELL"
- CNR #112021610 documenting a November 5, 2009 Initial Face-to-Face, "FTF WI MX/JAP"²⁶ Caregiver 5... "FTF WI" Caregiver 4 and Caregiver 6... "HIPA, [sic] ICWA, R&R,²⁷ VPS,²⁸ MEDPREL²⁹ TANF³⁰ DISCUSSED WI MX ALL PERTINENT FORMS SIGNED, UNCLE S ALSO SIGNED HIPAA [sic]"
- INVESTIGATIVE SUMMARY (IS) Section V. Overall Safety Assessment updated November 23, 2009, "OVERALL RISK AT THIS TIME ARE [sic] LOW AT THIS TIME MATERNAL UNCLE AND CHX ALL STATE THAT MX/JAP DID NOT ABANDON THE CHX BUT LEFT THEM IN THE CARE OF THE UNCLE... MX IS ALSO IN COUNSELING AT LIFE STREAMS."
- INITIAL IN HOME SAFETY ASSESSMENT, Section E, Overall Safety Assessment created October 6, 2009, "OVERALL RISK AT THIS TIME ARE [sic] LOW AT THIS TIME MATERNAL UNCLE AND CHX ALL STATE THAT MX/JAP DID NOT ABANDON THE CHX BUT LEFT THEM IN THE CARE OF THE UNCLE..."

Department Records

²⁵ Note typed in lower case.

²⁶ Abbreviation for mother/birth parent.

²⁷ Abbreviation for Rights and Responsibilities.

²⁸ Abbreviation for Voluntary Protective Services Supervision Agreement.

²⁹ Abbreviation for Medical Release.

³⁰ Abbreviation for Temporary Assistance Need File (or Cash Assistance).

The Department's paper case record for IR #2009-161454-01 contains the following documents:

- Receipt of Department CFOP 60-17 [Management and Protection of Personal Health Information Policy (HIPAA)] allegedly signed by Caregiver 4, Caregiver 5, and Caregiver 6 on November 5, 2009
- Right and Responsibilities form allegedly signed by Caregiver 5 on November 5, 2009
- Verification of ICWA Eligibility allegedly signed by Caregiver 5 on November 5, 2009
- Authorization For Release Of Medical Information allegedly signed by Caregiver 5 on November 5, 2009
- Voluntary Protective Services Supervision Agreement indicating that Caregiver 5 "Declined services b/c sschx's uncles paying for mx's rehab/counseling"

Testimony of Alee Academy Umatilla Campus Administrator Robin Valentino
Ms. Valentino indicated that Alee Academy does not currently maintain CPI logs; however, will probably start doing so. Ms. Valentino advised that if a CPI comes to the school to visit a child, the CPI is asked for identification and the child is brought to the front of the building.

Ms. Valentino reported that Child 4 attends the Eustis Campus in the morning, and does not come to the Umatilla Campus until the afternoon. Ms. Valentino claims that this schedule was also Child 4's schedule in October 2009; therefore, it would have been impossible for Ms. Mosley to have seen Child 4 at this campus in the morning hours of October 5, 2009. Additionally, Ms. Valentino does not recall a CPI visiting Child 4 on campus in October 2009.

Testimony of Alee Academy Eustis Campus Administrator Theodis Bob
Mr. Bob indicated that Alee Academy does not currently maintain CPI logs. Mr. Bob advised that if a CPI comes to the school to visit a child, the CPI is asked for identification and the child is brought to the front office area of the school.

Mr. Bob reported that Child 4 attends the Eustis Campus in the mornings from 8:00 AM until 12:40 PM, and then she goes to the Umatilla Campus in the afternoon. Mr. Bob claims that this schedule was also Child 4's schedule in October 2009, and that on October 5, 2009, Child 4 was tardy; not arriving at school (signing in) until 9:02 AM.

Testimony of Umatilla Middle School Guidance Counselor Tamara New
Ms. New has previously described in this report the three step process which is followed at Umatilla Middle School in the event a CPI comes to the school and requests to see a child. Ms. New confirmed that there is no record of Ms. Mosley being at the school on October 5, 2009. Ms. New advised that she is Child 5's guidance counselor, and that during the month of October 2009, she never met with a CPI to discuss Child 5.

Testimony of Umatilla Elementary School Exceptional Student Education (ESE) Clerk Wanda Jarrett

Ms. Jarrett described the process which is followed at Umatilla Elementary in the event a CPI comes to the school guidance office and requests to see a child.

- Step 1: Ask the CPI for identification
- Step 2: Require the CPI to complete the "Sign In Sheet"

Ms. Jarrett related that during a CPI's first visit to the school, a photocopy of their identification is made and this copy is maintained in a Department file folder. During subsequent visits, the CPI is asked to produce identification, and if a copy of the identification is already on file, no copy is made and they are simply required to complete the Sign In Sheet. Ms. Jarrett confirmed that all school visitors wanting to see a child must sign-in. Ms. Jarrett advised that in addition to the CPI sign-in, Umatilla Elementary School also has visitors sign in sheets which are maintained at the front reception area of the school, but that all CPIs are required to sign-in at the guidance office. Ms. Jarrett reviewed the two logs and could find no signature of Ms. Mosley on October 5, 2009. Ms. Jarrett did advise that Ms. Mosley's name appears on the Sign In Sheet for a visit conducted on May 12, 2009, and that a copy of her Department identification is on file.

Umatilla Elementary School Records

An OIG review of records maintained by Umatilla Middle School revealed the following:

- Sign In Sheet covering the period of October 1, 2009 until October 20, 2009, that does not contain Ms. Mosley's signature.
- Sign In Sheet covering the period of May 8, 2009 until May 29, 2009, that was signed by Ms. Mosley on May 12, 2009, demonstrating her awareness of the school's sign-in procedure.
- Copy of Ms. Mosley's Department identification copied on May 12, 2009, again demonstrating her awareness of the school's sign-in procedure.
- Visitors sign-in sheet covering the period of October 2, 2009 until October 7, 2009, that does not contain Ms. Mosley's signature.

Testimony of Umatilla Elementary School Guidance Counselor Elizabeth Getchell
Ms. Getchell reviewed her records, as well as Child 6's cumulative folder,³¹ and could find nothing pertaining to a meeting with either Child 6 or Ms. Mosley on October 5, 2009. Ms. Getchell indicated that she is very familiar with Child 6, as she "has him in group," and went on to say that she has never had a face-to-face meeting with a CPI regarding Child 6.

Ms. Getchell advised that if Ms. Mosley had conducted a visit with Child 6 at Umatilla Elementary School, she (Ms. Mosley) would have been required to sign-in prior to seeing the child. Ms. Getchell reviewed the Sign In Sheets and could locate no documents signed by Ms. Mosley on October 5, 2009.

³¹ Cumulative folders are legal and confidential student education records.

Ms. Getchell could not recall if she has ever met Ms. Mosley, but again stated that there is no record of Ms. Mosley visiting the school or Child 6 on October 5, 2009, and that she has never had a meeting with a CPI regarding Child 6.

Testimony of Caregiver 4

Caregiver 4 indicated that he has never personally met Ms. Mosley. Caregiver 4 related that on one occasion (October, 2009) he spoke on the telephone with Ms. Mosley.

Caregiver 4 denied seeing Ms. Mosley during the alleged November 5, 2009 home visit. Caregiver 4 claimed that this visit, which was allegedly conducted in the presence of his sister (Caregiver 5) and his brother (Caregiver 6), never took place. [REDACTED]

The OIG Investigator asked Caregiver 4 to review a copy of the document [Receipt of Department CFOP 60-17 (Management and Protection of Personal Health Information Policy (HIPAA))] he allegedly signed and dated during the November 5, 2009 visit. After reviewing the questioned document, Caregiver 4 denied signing it. Caregiver 4 said that the signature on the document is not his signature, and that he did not authorize anyone to sign his name on the document. Caregiver 4 also acknowledged that his name is misspelled on the questioned document.³² [REDACTED]

Testimony of Caregiver 5

Caregiver 5 indicated that she has never met Ms. Mosley. Additionally, Caregiver 5 related that on or before October 31, 2009 (cannot recall exact date), she and the children moved from Umatilla, FL (Lake County), to Weirs, FL (Marion County), but that the children will continue attending school in Lake County for the remainder of the current school year (August 2009 through June 2010). Caregiver 5 confirmed that prior to October 31, 2009, she and the children were living with her brother (Caregiver 6) in Umatilla, FL. [REDACTED]

Caregiver 5 denied seeing Ms. Mosley during the alleged November 2009 home visit. Caregiver 5 claimed that this visit, which was allegedly conducted in the presence of her brothers (Caregiver 4 and Caregiver 6), never took place, and that the CPI that visited her was Angela [REDACTED]³³ (cannot recall last name) from Marion County. [REDACTED]

The OIG Investigator asked Caregiver 5 to review copies of the documents she allegedly signed and dated during the November 5, 2009 visit, as follows:

- Receipt of Department CFOP 60-17 [Management and Protection of Personal Health Information Policy (HIPAA)]
- Right and Responsibilities form
- Verification of ICWA Eligibility
- Authorization for Release of Medical Information

³² The correct spelling of Caregiver 4's surname begins with the letter "C"; however, name and signature on the questioned document reflects the surname beginning with the letter "K."

³³ Later determined to be Circuit 5 CPI Angela McGowan.

After reviewing the foregoing questioned documents, Caregiver 5 denied his signature on them. Caregiver 5 said that the signature on the documents is not her signature, and indicated that she did not authorize anyone to sign her name on those documents.

Caregiver 5 denied declining services during the alleged November 5, 2009 visit, stating that the visit never took place. Caregiver 5 also denied declining Ms. Mosley during the alleged November 5, 2009 home visit, that Caregiver 4 and Caregiver 6 were paying for her (Caregiver 5's) "rehab counseling."³⁴ Caregiver 5 went on to say that she received no counseling from Life Stream Behavioral Center³⁵ (Life Stream) in either October 2009 or November 2009, and that she received no rehabilitation or counseling services in the year 2009.

Testimony of Caregiver 6

Caregiver 6 confirmed that his sister (Caregiver 5), his niece (Child 4), and his nephews (Child 5 and Child 6) lived with him until late October 2009 or early November 2009 (cannot recall exact date).

Caregiver 6 indicated that he has never personally met Ms. Mosley. Caregiver 6 related that on one or two occasions between October 5, 2009 and October 8, 2009 (cannot recall exact dates), he spoke on the telephone with Ms. Mosley but that he has never had a face to face meeting with her.

Caregiver 6 denied seeing Ms. Mosley during the alleged November 5, 2009 home visit. Caregiver 5 claimed that this visit, which was allegedly conducted in the presence of his sister (Caregiver 5) and his brother (Caregiver 4), never took place.

The OIG Investigator asked Caregiver 6 to review a copy of the document [Receipt of Department of HHS FOIA Request for Management and Protection of Personal Health Information Policy (HIPAA)] he allegedly signed and dated during the November 5, 2009 home visit. After reviewing the questioned document, Caregiver 6 denied signing it. Caregiver 6 said that the signature on the document is not his signature, that he did not authorize anyone to sign his name on the document, and that his name is misspelled on the document.³⁶

Circuit 5 OMC Betty Yarbrough advised that Ms. Mosley submitted one travel reimbursement document for October 2009 or November 2009, and that the last travel document Ms. Mosley submitted was on November 13, 2009, claiming reimbursement for September 2009 travel.

RISK ASSESSMENT

³⁴ Verbiage taken from the Voluntary Protection Services Supervision Agreement completed by Ms. Mosley.

³⁵ Life Stream Behavioral Center is a social services organization providing inpatient, outpatient, residential and community-based behavioral healthcare, child welfare and children's early intervention services.

³⁶ The correct spelling of Caregiver 6's surname begins with the letter "C", however, the name and signature on the questioned document reflects the surname beginning with the letter "K".

Circuit 5 CPI Jeanie Hofferberth confirmed that on November 23, 2009, Ms. Mosley had a caseload of 119 investigations involving 63 children. Ms. Hofferberth advised that all these cases were distributed to November 23, 2009, and that as of December 30, 2009, all the children had been seen and determined to be safe.

Ms. Hofferberth indicated that the average November 2009 caseload for Lake County CPI was between 11 and 12 investigations, and that Ms. Mosley exceeded this average because she was not timely submitting³⁷ her investigations for closure. Ms. Hofferberth stated that Ms. Mosley never asked for help or claimed that she was failing behind.

INSPECTOR GENERAL'S COMMENTS

The information obtained **supports** the Allegation that Circuit 5 Child Protective Investigator Debra Mosley falsified records concerning a face-to-face school visit and collateral contact for FSSN in Lake Report #2009-187432-01. The child victim and the sibling in (IR) #2009-187432-01 as well as the school nurse, all denied seeing Ms. Mosley on November 8, 2009. Further, the school sign-in records did not reflect any visit conducted by Ms. Mosley on November 18, 2009. [REDACTED]

The information obtained **supports** the Additional Allegation that Ms. Mosley falsified records concerning a face-to-face visit and collateral contacts for FSSN in Lake Report #2009-139792-01 and Lake Report #2009-161454-001.

- The child victim and the two caregivers in IR #2009-139792-01 all denied seeing Ms. Mosley on October 26, 2009.
- The school guidance counselor referenced in IR #2009-139792-01 denied seeing Ms. Mosley on October 26, 2009.
- Lake and Marion County school sign-in and attendance records do not support Ms. Mosley's claimed October 26, 2009 school visit in IR #2009-139792-01.
- The three caregivers in IR #2009-161454-001 all denied seeing Ms. Mosley on November 5, 2009.
- The three caregivers in IR #2009-161454-001 all denied signing in at the Department documents on November 5, 2009.
- The two school guidance counselors referenced in IR #2009-161454-001 both denied seeing Ms. Mosley on October 5, 2009.
- Witness testimony and school sign-in records do not support Ms. Mosley's claimed October 5, 2009 school visits in IR #2009-161454-001.

It is recommended that the Central Regional Director review the findings of this investigation and ensure that a copy of this report be placed in Ms. Mosley's personnel file.

³⁷ Completing Updated In Home Safety Assessments.

In accordance with Section 20555(6)(f), on February 20, 2010, this investigation was coordinated with the Florida Department of Law Enforcement (FDLE) Public Assistance Fraud Unit (PAFU) for consideration of investigation for possible criminal violations of §839.13(2)(a) and (c), F.S. (Falsifying Records).³⁸ On April 16, 2010, FDLE referred the results of their criminal investigation to the State Attorney's Office (5th Judicial Circuit), in and for Citrus, Hernando, Lake, Marion, and Sumter Counties. On May 26, 2010, the State Attorney's Office filed a Information charging Ms. Mosley with one count of 838.022(1)(a), FSS (Official Misconduct) and a capias was issued for her arrest on that same date. On June 6, 2010, Ms. Mosley was arrested by the Marion County Sheriff's Office.



³⁸ The possible falsification of thirty (30) records/documents.

**This investigation has been conducted in accordance with the STANDARDS OF
INSPECTORS GENERAL /Principles & Quality Standards for Investigations.**

